

STATE OF MARYLAND

DEPARTMENT OF HUMAN RESOURCES

State of Maryland  
Family Investment Administration  
Office of Home Energy Programs  
311 West Saratoga Street  
Baltimore, Maryland 21201

REQUEST FOR PROPOSALS (RFP)

FOR

Administration of the Maryland Energy Assistance Program (MEAP)  
and the Electric Universal Service Program (EUSP)

DHR AGENCY CONTROL NUMBER: FIA/OHEP-09-002-S

**WARNING:** *Prospective Offerors who have received this document from a source other than the Issuing Office should immediately contact the Issuing Office and provide their name and mailing address in order that amendments to the RFP or other communications can be sent to them. Any prospective Offeror who fails to notify the Issuing Office with this information assumes complete responsibility in the event that they do not receive communications from the Issuing Office prior to the closing date.*

**The State of Maryland encourages minority businesses to participate in this procurement process.**

**Summary:** The Department of Human Resources, Family Investment Administration, Office of Home Energy Programs (DHR/OHEP) intends to acquire contractual services for the local administration of the Maryland Energy Assistance Program (MEAP) and the Electric Universal Service Program (EUSP). It also includes the recording of applications for the Utility Service Protection Plan (USPP). Administration encompasses all activities related to enrolling persons meeting eligibility requirements into both programs including: activities for outreach, intake, certification for benefits, payments processing, applicant notification of eligibility determination and appeal of benefit amount or benefit denial. Proposals are being requested for fourteen (14) of Maryland's 24 jurisdictions which are: Allegany County, Anne Arundel County, Calvert County, Carroll County, Charles County, Garrett County, Harford County, Howard County, St. Mary's County, Somerset County, Talbot County, Washington County, Wicomico County, and Worcester County.

A single award shall be made per jurisdiction. Offerors may submit Proposals for more than one jurisdiction. Each Contract resulting from this solicitation will be awarded for a five-year period beginning on or about September 1, 2009 and ending on or about August 31, 2014.

KEY DATES

- **RFP Issue Date:** March 2, 2009
- **Question Submittal Begins:** March 2, 2009
- **Pre-Proposal Conference Date, Time and Location:** Friday, March 13, 2009, 10:00 a.m., Maryland Department of Human Resources, 311 West Saratoga Street – Room 508, Baltimore, Maryland 21201

- **Question Submittal Ends:** March 23, 2009
- **Closing Date and Time:** Friday, April 3, 2009 by 3:30 p.m.
- **Anticipated Contract Award Date:** September 1, 2009
- **RFP Issuing Office:** Family Investment Administration/Office of Home Energy Programs

#### **POINTS OF CONTACT AND LOCATION**

**\*Questions will be accepted in writing only. They may be submitted to the Procurement Officer at the address below. The RFP sole point of contact is Deborah P. Austin, Procurement Officer, at the address and numbers listed below.**

Procurement Officer  
Maryland Department of Human Resources  
Procurement Division  
311 West Saratoga Street, Room 946  
Baltimore, MD 21201  
Voice Mail: 410-767-7239  
Fax: 410-333-0258  
Email: [daustin@dhr.state.md.us](mailto:daustin@dhr.state.md.us)

This RFP is available electronically in Adobe PDF format. Information supplied in electronic form is for convenience only. In cases of conflict between the electronic version of this RFP and the actual written RFP, the written RFP document prevails.